

For Commission Use Only:
Case: 04-03287

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): Bruce Hignite
Against (Utility name): Commonwealth Edison
As to (Reason for complaint) Billing Errors (for 5 years)
ComEd HAS Billed me for the
WRONG APARTMENT FOR 5 YEARS
in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is P.O. Box 14355 CHICAGO IL 60614
The service address that I am complaining about is 737 NORTH MAY ST
My home telephone is (312) 671-2782
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (312) 671-2782
(Full name of utility company) Commonwealth Edison (respondent) is a public utility and is subject
to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

MAGGI AT 217-782-7434 INDICATED
THIS INFO WAS NOT REQUIRED.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

(See ATTACHED)
(A)

Please clearly state what you want the Commission to do in this case:

① OBTAIN A CLEAR STATEMENT OF HOW THEY CALCULATED THE REFUND, AND ② OBTAIN MY FULL REFUND.

Date: 4/5/04
(Month, day/year)

Complainant's Signature Bruce Higginb

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Bruce Higginb, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Bruce Higginb

Subscribed and sworn/affirmed to before me on (month, day, year) April 5th 2004

[Signature]
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

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1. Commonwealth Edison billed me for the wrong apartment from October 1998 through November 2004. They issued me a refund December 12, 2003 for \$449.48 and also zeroed out a \$295.66 bill in December 2003, for a total refund of \$745.14. ComEd verbally indicated that the refund is for two years.

2. They have not yet issued a refund for the entire period from October 1998 through November 2004.